

3.1.0 COMPETENCY EVALUATION PROGRAMS

A competency evaluation program is a nurse aide testing program approved by the Department of Health and Family Services (DHFS), Bureau of Quality Assurance (BQA). BQA contracts with Promissor, Inc. to implement the National Nurse Aide Assessment Program (NNAAP) as the single statewide test for evaluating nurse aide competency. Promissor evaluators administer the written or oral test and skills evaluation at approved in-facility and regional testing sites. BQA reviews the competency curriculum with Promissor yearly to determine whether the program continues to satisfy the required standards.

Upon successful completion of a training course, training programs should assist candidates in sending a Nurse Aide Competency Evaluation Application to Promissor. A test date and location will be provided to the candidate at a regional or in-facility site. All reasonable efforts will be made to best accommodate the needs of the applicant.

3.1.1 Competency Evaluation Application and Scheduling

A newly trained nurse aide candidate taking the examination for the first time, must successfully pass both parts of the National Nurse Aide Assessment Program examination within 1 year of successfully completing a training program in order to be placed on the Wisconsin Nurse Aide Registry.

The nurse aide candidate is responsible for completing all sections of the Competency Evaluation Application form except Section 5. The training program instructor must complete Section 5 of the application. Incomplete applications will be returned to the nurse aide candidate and the candidate will not be scheduled for testing.

An Application for Competency Evaluation may be obtained:

- from the nurse aide training program;
- by downloading an application from Promissor's website at <http://www.asisvcs.com/publications/pdf/075002.pdf>;
- by calling the American Red Cross at (866) 257-5424; or,
- by sending a self-addressed envelope to:

American Red Cross
PO Box 5875
Harrisburg, PA 17110

The application has a place for the student to provide his/her Social Security number. Providing the Social Security number is voluntary; however, a number is needed to process the student's application. If student does not wish to provide his/her Social Security number, the student must attach a letter along with his/her application requesting that

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the Wisconsin Nurse Aide Registry provide the student with a nine-digit number to be used for Registry purposes. The application will **NOT** be processed without either a Social Security number or the letter requesting an assigned nine-digit number.

If help is needed or there are any questions about the application, contact the American Red Cross at the number listed above.

For additional information about the competency evaluation process, see the Wisconsin Nurse Aide Candidate Handbook, <http://www.asisvcs.com/publications/pdf/075000.pdf>.

3.2.0 EVALUATOR QUALIFICATIONS

The evaluator who conducts the competency evaluation of a trainee must be a registered nurse licensed to practice in Wisconsin and have a minimum of 2 years of experience working as a registered nurse, 1 year of which must be in the provision of long term care.

Evaluators are part time employees contracted by the American Red Cross of the Susquehanna Valley (ARCSV). To apply to be a nurse aide evaluator, contact the ARCSV at (866) 257-5424.

3.3.0 TEST SITE CRITERIA

Nurse aide testing may be conducted at either a regional test site or an in-facility test site. A licensed healthcare provider regulated by the Department must have BQA approval prior to becoming a regional test site (see 3.3.3). To be approved as a test site, the site must have all equipment and supplies listed on the [Recommended Class/Lab Equipment Supply List](#).

3.3.1 Regional Test Site

Regional test sites are established throughout Wisconsin and used to test nurse aide candidates when in-facility testing is not available. The ARCSV contracts with the organization and pays a fee for the use of their facility to conduct nurse aide testing. The facility must:

- Have all equipment and supplies;
- Meet the requirements established and,
- Be approved by ARCSV.

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To become a regional test site contact ARCSV at (866) 257-5424.

Nurse aide candidates apply to the ARCSV for testing and list which test site they prefer to test at. The ARCSV schedules candidates for testing at these sites, notifies the organization of the number of students testing on scheduled test dates, and provides the name and contact information of the Evaluator Charge Nurse for each test.

3.3.2 In-facility Test Site

An in-facility test site is generally a facility that sponsors a nurse aide training program and has been approved for competency test administration. An in-facility test site is for the use of testing a training program's nurse aide candidates only. The ARCSV does not contract with the organization and does not pay a fee for the use of the facility. ARCSV will contact the training program and arrange a mutually acceptable date and time for testing. A nurse aide evaluator will be assigned to administer the competency test at the facility. ARCSV has established general guide lines regarding the necessary in-facility test equipment and a minimum number of five (5) candidates for scheduling. (Website)

To become an in-facility test site the site must:

- Have all equipment and supplies;
- Apply at least 60 days prior to the first desired test date;
- Meet the requirements established and,
- Be approved by ARCSV.

3.3.3 Prohibitions

Federal regulations prohibit BQA from approving nurse aide testing in a facility if, in the 2 years prior to the application:

- A skilled nursing facility had a waiver of the requirement for a full time registered nurse employed 40 hours a week;
- A nursing facility had a waiver of the requirement for a registered nurse for at least 8 consecutive hours, 7 days a week;
- A skilled nursing facility or a nursing facility has been subject to an extended or partial extended survey under federal regulations;
- A skilled nursing facility or a nursing facility has been subject to a federal civil money penalty of not less than \$5,000;
- A skilled nursing facility or a nursing facility was terminated as a provider under Title 18 (Medicare) or under the State plan under Title 19 (Medicaid);
- A skilled nursing facility or a nursing facility had been subject to the penalty of denial of payment under Title 18 or Title 19;

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- A skilled nursing facility or a nursing facility was subject to the penalty of an appointment of a temporary manager to oversee operations;
- A skilled nursing facility or a nursing facility was closed or had its residents transferred due to State action.

3.3.4 Waivers

A facility may request a waiver of the 2-year prohibition by writing to BQA, specifying the rule from which the waiver is requested and the time period for which it is requested. BQA will review the request to ensure the following conditions have been met:

- There is no approved regional test site within a 35-mile or 45-minute radius from the facility requesting the waiver;
- The facility is an adequate environment because the prohibitions were nonresident/nursing care related;
- An approved program unrelated to the facility has agreed to provide the testing; and,
- The applicant has alerted the ombudsman of its waiver request.

Submit waiver requests to the:

Nurse Aide Training Consultant
Bureau of Quality Assurance
2917 International Lane Suite 300
Madison, WI 53704

BQA will approve or deny each waiver request in writing within 60 days of receipt. BQA may modify the terms of a waiver request, impose other conditions or limit the duration of a waiver that is approved. The facility may appeal BQA's decision if a waiver is denied (see 3.3.4.2).

3.3.4.1 *Duration of Waiver Approval*

If approved, the duration of a waiver will not be for more than two (2) years.

3.3.5 Appeals

The denial of a request for a waiver of the 2-year prohibition may be appealed by submitting a written request for hearing to the:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

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The request for hearing must be submitted within 30 days after the date of denial.

3.4.0 STANDARDS FOR COMPETENCY EVALUATION PROGRAMS

A competency evaluation program must include both a:

- Written or oral component, and
- Skills component.

To complete the competency evaluation program successfully, a person must pass both the written or oral component and the skills component.

3.4.1 Language

The written and oral exams must be given in English. If a nurse aide will be working in a provider setting where English is not the predominant language, the exam may be given in the predominant language used in that setting.

3.4.2 Oral Examination

An oral exam may be given in place of the written exam for nurse aides who have trouble reading and understanding English. It includes a component to determine the aide's ability to read basic, objective, job-related information, such as reading a client's name band or a client's flow sheet. A request to take an Oral Examination must be made when completing the application for competency evaluation. For additional information see the Wisconsin Nurse Aide Candidate Handbook, Written (or Oral) Exam, <http://www.asisvcs.com/publications/pdf/075000.pdf>.

3.4.3 Special Requests and Services

Promissor complies with the provisions of the Americans with Disabilities Act. If the nurse aide candidate has a disability, s/he may request special arrangements for testing when applying and must be approved in advance by the ARCSV. Special Accommodation requests **cannot** be approved by the Nurse Aide Evaluator on the day of testing. For additional information see the Wisconsin Nurse Aide Candidate Handbook, Special Exam Requests, <http://www.asisvcs.com/publications/pdf/075000.pdf>.

3.4.4 Successful Completion

Successful completion of the competency test requires satisfactory scores on the items covered in the written or oral examination and the skills demonstration. Newly trained nurse aide candidates must successfully complete the competency evaluation within one (1) year of successful completion of his/her training program. See the Wisconsin Nurse Aide Candidate Handbook, Score Reporting, <http://www.asisvcs.com/publications/pdf/075000.pdf>.

3.4.5 Grievance Procedure

The ARCSV has a standard formal grievance procedure. All complaints regarding the candidate's testing experience must be reported by the candidate themselves, directly to ARCSV within 30 days after the test date. Complaints received later than 30 days after testing will not be investigated. The complaint number is (866) 257-5424 and is accessible Monday through Friday 7:30 AM to 3:30 PM.

The candidate's information will be taken and a grievance form mailed to the candidate, grievance form, also available at <http://www.asisvcs.com/indhome.asp?CPCAT=0750NURSE>. This form must be completed by the candidate and returned to the ARCSV within 30 days. An Investigation will be initiated once the Grievance form is received by the ARCSV. The department will not reinvestigate any situation that has already been investigated by the ARCSV.

3.5.0 WISCONSIN NURSE AIDE CANDIDATE HANDBOOK AND FORMS

The Wisconsin Nurse Aide Candidate Handbook and NNAAP Application for Competency Evaluation form are available by contacting ARCSV at (866) 527-5424 or at <http://www.asisvcs.com/indhome.asp?CPCAT=0750NURSE>. The Handbook and form have been modified and updated as the result of input and suggestions provided to the Bureau. The Handbook has all the necessary information about the test application process, testing procedures, etc. The Handbook serves as a useful tool and reference guide to nurse aide candidates, training program and employers.

3.6.0 REGIONAL TEST SITES AND TEST SCHEDULES

A list of approved regional test sites in Wisconsin can be found in the Wisconsin Nurse Aide Handbook, Testing Locations, at <http://www.asisvcs.com/indhome.asp?CPCAT=0750NURSE>, or by calling ARCSV at (866) 257-5424.